

Meeting Summary
Worker's Compensation Advisory Committee -Subcommittee on Health Care
April 7, 2004

Participants

Labor:	Robby Stern, Owen Linch, John Aslakson, and Ed Wood
Business:	Beverly Simmons and Vickie Gore
L&I:	Gary Franklin, Roy Plaeger-Brockway, Bob Mootz, Blake Maresh, Diana Drylie, Susan Campbell, Bob Mayer, and Josh Morse
UW:	Tom Wickizer and Deb Fulton-Kehoe
Renton COHE:	Pat Vincent
Spokane COHE:	Dan Hansen
Board of Industrial Insurance Appeals:	Tom Egan
Guests:	Jerri Wood, Susan Hansen

Introductions and minutes – Gary Franklin welcomed the group and asked for any comments on the minutes from the September 2003 meeting. There were no suggested changes.

Delivery Team Reports – Western Washington (Renton) COHE team

Pat Vincent provided an update on the activities of the COHE since the last WCAC-HC meeting.

- **Consultants** – The COHE now has 17 mentors. There are still no neurosurgeons willing to be mentors.
- **Continuing Medical Education** – The COHE has provided 30 hours of Category 1 continuing medical education. In May, they are sponsoring a Grand Round on changes in the L&I pharmacy formulary. The Health Service Coordinators (HSCs) also provide one-on-one training on occupational health best practices. Two CMEs have been shared with Spokane via Telehealth.
- **Recruitment** – There are now 132 providers in the project. The COHE is no longer actively recruiting new participants.
- **Occupational Health Resources** – Pat shared data showing the number of claims in the months of November through January, how many have returned to work, and how many had HSC activity.
- **Quality Improvement** – The Quality Improvement Team meets monthly.
 - The database can run reports and data is being input for past claims. All the claims (about 5,000) for the Valley Medical providers and the Emergency Departments have been input, and they are now working on outside data.
 - The latest patient survey had a 16% response rate. Pat passed out a summary of responses. Most were very favorable about coordination of care, access of care, and information provided by the doctor.

Question/issue raised by Committee members –

- ❖ **Labor – It is important for the project to emphasize outcomes for injured workers and not just reduction of time-loss duration. We want people to return to the job of injury at the same rate of pay. This needs to be tracked – not just if people get back to work.**

UW research will not capture this at this time. There is no plan (or resources) to do a 2nd longer term follow-up contact. If funding is available, UW can get information from self-report with a survey. It is harder to get verification of the self-report. Both COHEs do keep track of return to work and whether it is at the same job/employer.

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Delivery Team Reports – Eastern Washington (Spokane) COHE Team

Dan Hansen, COHE Medical Director represented St. Luke's Rehabilitation Institute.

- **Overview of project** – The project has been active for about 8 months. The aspects of the project that are **working well** include –
 - recruitment of providers and employers (including some self-insured employers)
 - database system (OMITS),
 - community participation, and
 - health services coordination.
- **Aspects that need improving include** –
 - mentor program,
 - follow-up with emergency rooms,
 - informal CMEs, and
 - inclusion of physician assistants and nurse practitioners.
- **Recruitment and Outreach** – The COHE now has 182 providers (3,000 claims) as well as 101 employers and 1 union enrolled. The first self-insured employer (Empire Health) will start next week. More providers are interested and about 100 more are expected to sign on soon.
- **Continuing Medical Education** – The COHE is now working on providing informal CMES, such as Grand Rounds. Their goal is to focus on the ACOEM competencies for occupational health. Telehealth has been an important aspect of their trainings.
- **Data System (Occupational Medicine Information Tracking System- OMITS)** – The system continues to work well, tracking activity prescription forms, memos, and return to work. A new user log can track who is entering and accessing data in the system. Providers need to start entering more claims into the system.

Question/issues raised by Committee members –

- ❖ **How do self-insured employers help pay for the project?**
 - Diana explained that the WCAC-HC approved a process that charges self-insured employers a fee for every time-loss claim in the zip code area. This helps pay for the administrative fees associated with the additional burden to the COHEs of adding these employers.
- ❖ **How does the Spokane COHE work with migrant workers? Labor would like an update on this issue at a future meeting.**
 - Dan responded that the newer clinics serve migrant workers, so the issue is just emerging. They are, however, aware of the need for bilingual materials. They have a large Russian population as well.
- ❖ **How many participating providers are doing impairment ratings? Labor would like to see that data. (SEE BELOW) -**

Since July 1, 2003 the data shows:

560 providers in the state did 7728 impairment ratings
23 providers in the Renton COHE did 199 impairment ratings
14 providers in the Spokane COHE did 50 impairment ratings

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UW Research

- Tom Wickizer shared the timeline **UW Evaluation timeline –**

Renton

- Claim intake – 7/1/03-6/30/04
- Follow-up – 12/03 – 12/04
- Data analysis – 12/04 – 7/05

Spokane –

- Claim intake – 7/1/04-6/30/05
- Follow-up – 12/04 – 12/05
- Data analysis – 12/05 – 7/06
- **Process evaluation in Spokane** – The UW visited the Spokane COHE in late February and interviewed staff, employers, and providers. The project continues to have labor, business and St. Luke's Rehab management support. The OMITS system appears to be a valuable resource.
- **Patient Satisfaction Surveys, Renton** – The surveys will start in May. 600- 1,000 workers will be surveyed, comparing COHE patients to non-COHE patients.

Questions/issues raised by Committee members –

- ❖ **The committee would like to see the activity prescription forms for the emergency departments.**

Possibilities for the Future – Roy Plaeger-Brockway

- Roy recognized the long hours put into the project by Pat Vincent of the Renton COHE and Dan Hansen and Scott Graham of the Spokane COHE. He also recognized Diana Drylie for all of her work as project manager.
- He explained the plan for adding resources to the project
 - In the near term, he is looking for internal funding. This would fund increased enrollment in one or both of the COHEs.
 - For the next biennium, he is asking for funding to expand physician enrollment and to develop occupational health capacity in one or two additional communities or institutions.

Questions/issues raised by Committee members –

- ❖ **Labor – Need to see L&I use more than time-loss reduction in evaluating the COHEs. This needs to be a stated goal of the project.**
- ❖ **Business – How do we get information to employees about doctors who are using best practices?**

Next Meeting – The next meeting will be **September 22, 2004 - 1:00 – 4:00 - Tukwila Service Location**